

Complaints Monitoring Report

Operations & Environment

Quarter 4 2025-26 – January to March 2026

Total Complaints Received and Total Complaints Closed					
NUMBER OF COMPLAINTS	2024/25 Q4	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4
Total number of complaints received	40	48	47	42	51
Total number of complaints closed	44	46	49	39	55
The numbers of received and closed complaints may differ because some closed complaints have been received in the previous quarters, or some received complaints have not been closed within the reporting quarter.					

Complaints closed at Frontline and Investigative Stages as a percentage of all complaints closed										
NUMBER AND PERCENTAGE CLOSED	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed - Frontline	43	98%	44	96%	46	94%	36	92%	46	84%
Number of complaints closed - Investigative	1	2%	1	2%	2	4%	3	8%	9	16%
Number of complaints closed - Escalated	0	0%	1	2%	1	2%	0	0%	0	0%

Number of Frontline Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
FRONTLINE	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Frontline complaints upheld	25	58%	20	46%	21	46%	18	50%	28	61%
Number of Frontline complaints partially upheld	2	5%	1	2%	2	4%	0	0%	1	2%
Number of Frontline complaints not upheld	15	35%	23	52%	23	50%	17	47%	16	35%
Number of Frontline complaints resolution	1	2%	0	0%	0	0%	1	3%	1	2%

Number of Investigative Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
INVESTIGATIVE	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Investigative complaints upheld	0	0%	0	0%	0	0%	1	33%	1	11%
Number of Investigative complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Investigative complaints not upheld	1	100%	1	100%	2	100%	2	67%	8	89%
Number of Investigative complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

Number of Escalated Complaints upheld / partially upheld / not upheld as a percentage of complaints closed in full at each stage										
ESCALATED	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of Escalated complaints upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints partially upheld	0	0%	0	0%	0	0%	0	0%	0	0%
Number of Escalated complaints not upheld	0	0%	1	100%	1	100%	0	0%	0	0%
Number of Escalated complaints resolution	0	0%	0	0%	0	0%	0	0%	0	0%

The average time in working days for a full response to complaints at each stage					
RESPONSE TIME	2024/25 Q4	2025/26 Q1	2025/26 Q2	2025/26 Q3	2025/26 Q4
Average time in working days for a full response - Frontline	3.44	2.91	3.8	3.92	3.17
Average time in working days for a full response - Investigative	20.0	15	4.1	17.33	15.00
Average time in working days for a full response - Escalated	N/A	17	24	N/A	N/A

Number and percentage of complaints at each stage which were closed in full within the set timescales of 5 and 20 working days										
MEETING TARGET TIMESCALES	2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
	number	%	number	%	number	%	number	%	number	%
Number of complaints closed within 5 working days - Frontline	39	90.7%	40	91%	41	89%	31	86%	42	91%
Number of complaints closed within 20 working days - Investigative	1	100%	1	100%	1	50%	1	33%	6	67%
Number of complaints closed within 20 working days - Escalated	N/A	N/A	1	100%	0	0%	N/A	N/A	N/A	N/A

Number and percentage of complaints at each stage where an extension to the 5 or 20 working day timeline has been authorised											
EXTENSIONS		2024/25 Q4		2025/26 Q1		2025/26 Q2		2025/26 Q3		2025/26 Q4	
		number	%	number	%	number	%	number	%	number	%
Number of complaints with an extension – Frontline		0	0%	0	0%	0	0%	0	0%	0	0%
Number of complaints with an extension – Investigative or Escalated Investigative		0	0%	0	0%	0	0%	0	0%	0	0%

Q4 UPHELD OR PARTIALLY UPHELD COMPLAINTS										
Complaint ID	Frontline = 1 Investigative = 2	Complaint Type	Investigating Officer	Decision	Reinforcement	Revision	Reimbursement	Redress	Decision Note	Learning Outcome
101003902477	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apologised for the sign and advised it was removed straight away following complaint. Advised staff spoken to about behaviour.	Staff spoken to. Apology given.
101003911610	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Advised have spoken to crew about missing bins and will ensure they are not missed next collection. Returned to empty bins 15.1.26.	Apology for crew missing bins. Returned to collect.
101003912372	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Usual bus is out of order. Advised that the council does not own many larger vehicles and hopes to have a part received for fixing usual bus.	Apology given. Explained why the small bus was in service instead of the usual larger bus.
101003912596	1	Public/School transport	Carole Dawson	Upheld	Reinforcement	Revision			Apology given for not informing parent of drop off change. Unaware that closure would have effect it did.	Apology given.
101003914763	1	Winter Maintenance	Emma Watkins	Upheld	Reinforcement	Revision			Apology given for not being in contact sooner. Will arrange fencer to be in contact to carry out repair.	Apology given. Repair to be carried out.
101003915219	1	Complaint Against Staff	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given. Spoke to staff members and reminded about how to deal with the public.	Apology given. Staff spoken to.
101003921769	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Visit made to the house to look in the bins. Advised that crew should have tagged bins to explain about contamination.	Bins emptied when at house. Explanation given about contamination.

101003924733	1	Household Collections	Gordon Robertson	Upheld	Reinforcement	Revision			Visit made to speak to householder about damage to wall. Agreed to speak to staff to remind them about where to leave bins.	Agreed to speak to staff to remind them about where to leave bins.
101003926422	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			apology given. new bin delivered and swapped for old bin.	apology given. new bin delivered.
101003930173	1	Other	Gordon Robertson	Upheld	Reinforcement			Redress	Operatives reminded to take bins along path and not between card	
101003937022	1	Household Collections	Fiona Burnett	Partially Upheld	Reinforcement	Revision			Apology given. site attendant spoken to.	Apology given. Refresher training organised.
101003937910	1	Trees/bushes	Grant Speed	Resolution				Redress	Team to return to site to clear shrub pruning's from footpaths. Additional pruning work to do in the area so it will get a further tidy up then.	
101003946054	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Apology given. Bins emptied	Apology given and bins emptied.
101003946726	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given. Advised of works to fix potholes. Advised about plans to make site layout better.	Apology given. Plans for improvement given.
101003947060	1	Complaint Against Staff	Grant Speed	Upheld	Reinforcement	Revision			Apology given. Advised staff spoken to.	Apology given, staff spoken to.
101003947466	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given. brown bin sourced and delivered.	Apology given.
101003947605	1	Household Collections	Andy Hay	Upheld	Reinforcement	Revision			Apology given. crews rebriefed on procedures about returning bins.	Apology given, crew spoken to.
101003951046	1	Other	Grant Speed	Upheld	Reinforcement	Revision			Advised that bin has been returned to location. Apology given.	Bin Returned to right location. Apology given.
101003952290	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Apology given. Advised that crew have been reminded. Crew sent to empty bins.	Apology given, crew spoken to and bins emptied.
101003952812	1	Road Maintenance	Emma Watkins	Upheld	Reinforcement	Revision			Apology given for lack of contact. Advised new location found for grit bin and it will be moved before BT carry out work on 24.4.26.	Apology given. New location for grit bin given.
101003953197	1	Complaint Against Staff	Grant Speed	Upheld	Reinforcement	Revision			Advised staff would be spoken to about their conduct. Apology given.	Apology given, staff spoken to.
101003955593	1	Public/School transport	Donald MacRae	Upheld	Reinforcement	Revision			Apology given for road being blocked. Driver spoken to and will	Apology given. Driver spoken to.

									be followed up by visit to ensure no further issues.	
101003958135	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Apology given for the barrier not being operational. Apology given for site attendant not coming to the barrier.	Apology given and advised photos had been deleted.
101003958810	1	Trees/bushes	Hector Bryden	Upheld	Reinforcement	Revision			Apology given. Information about works that took place given. Advised that team carrying out bridge works will be meeting with complainant.	Apology given. Information about works given.
101003963888	1	Household Collections	Fiona Burnett	Upheld	Reinforcement	Revision			Phonecall made to customer. He would like booking system on all sites.	Advised review taking place on all sites and would take his comments on board.
101003965677	1	Complaint Against Staff	Emma Watkins	Upheld	Reinforcement	Revision			Apology given. Explained reason for method of work undertaken on verge.	Apology given. member of staff spoken to.
101003966128	1	Complaint Against Staff	Emma Watkins	Upheld	Reinforcement	Revision			Apology given. Driver spoken to. All employees will be reminded of standards of conduct.	Apology given. Driver spoken to.
101003966207	1	Road Maintenance	Emma Watkins	Upheld	Reinforcement	Revision	Reimbursement		Visit made to address. Agreed to pay for replacement plants.	Visit made. Apology given. Agreed to pay for replacement plants.
101003966717	1	Household Collections	Glen Mackie	Upheld	Reinforcement	Revision			Apologised for non-collection of glass. Attended site and emptied it. Reminder given to crew	Apology given. Glass emptied. Crew reminded.
101003969634	1	Other	Lorna Davidson	Upheld	Reinforcement	Revision			Advised payment was received but address was not on the mailing list.	permit posted first class.
101003909814	2	Public/School transport	Timothy Mackay	Upheld	Reinforcement	Revision			3 aspects of complaint upheld, 1 not upheld.	Apology given.